*business*phone

...it's your business

User's Guide

BUSINESSPHONE 250
BUSINESSPHONE 50

Executive Telephone

ERICSSON

DISCLAIMER

BUSINESSPHONE 250 / BUSINESSPHONE 50 – VERSION 5.0
EXECUTIVE TELEPHONE, DIALOG 3213

USER'S GUIDE

Copyright © 2000. Ericsson Austria AG. All rights reserved.

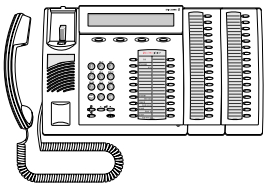
This document contains proprietary information which is protected by copyright. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, or translated into another language, without prior written consent of Ericsson Austria AG, Vienna, Austria.

The information in this document is subject to alteration without prior notice.

ERICSSON MAKES NO WARRANTY OF ANY KIND WITH REGARD TO THIS MATERIAL, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Ericsson shall not be liable for errors contained herein nor for incidental or consequential damages in connection with the furnishing, performance or use of this material.

Ericsson Austria AG
Pottendorfer Strasse 25-27
A-1121 Vienna, Austria
Telephone: +43-1-81 100-5450
Telefax: +43-1-81 100-5437
http://www.ericsson.at

We try to make this documentation as user-friendly as possible.
You can help us make it better, by returning this form with suggested improvements.
Fax the form to Ericsson Austria at +43-1-81 100-5437 or send an e-mail to:
businessphone.documentation@sea.ericsson.se



This is my opinion on the BusinessPhone 250 / BusinessPhone 50 Executive Telephone User's Guide, article number EN/LZTBS 102 096 R4A:

	Good	Adequate	Bad
Size and format:	☐	☐	☐
Instructions:	☐	☐	☐
Symbols and illustrations:	☐	☐	☐
Description of functions:	☐	☐	☐
Quick reference guide:	☐	☐	☐

Name.....

Position .....

Company.....

Address .....

City .....

Postcode ..... Country.....

Tel .....

Fax.....

Email .....

I have found some errors/ I suggest these improvements:

Page

....

....

....

....

....

....

....

....

....

....

Please feel free to add pages if you need more space!

DESIGNATION CARD MANAGER CD-ROM

CD-ROM

On the CD you will find helpful products and your user´s guide in electronical format.

Hardware requirements:
CPU Pentium 166MHz, 32 MB RAM
15 MB free memory on hard disk (optional)
VGA 800*600, 8 bit, 256 colors
Sound card (recommended)
CD-ROM drive (12x)

Software requirements:
Operating system: MS Windows 9x, MS Windows 2000 or MS Windows NT 4 (service pack 3 or higher)

No CD-ROM?

Please send an e-mail to:
businessphone.documentation@sea.ericsson.se
and we will send you a personal copy for free!

Designation Card Manager

The Designation Card Manager is the tool for designing and printing your personal designation cards.

Also included

All user documentation as pdf-files, a quick reference help system, a screen saver and a demo version of our BusinessPhone Computer Based Training tool.

Welcome to the User´s Guide for the Executive phone in the BusinessPhone 250 / BusinessPhone 50 system from Ericsson.

It is a state-of-the-art business communications system. Its alliance of features and facilities effectively improves communications for virtually any kind of organization. To take full advantage of these advanced features and facilities there is a line of phones, designed for ease of use in every situation.

Your phone is equipped with programmable keys for single-key access to frequently used functions and numbers. Step-by-step instructions in the display assist your actions on the phone. Only a selected number of display images, however, are shown in the User´s Guide for your reference.

Note: *The features described in this user´s guide are related to version 5.0 of the BusinessPhone 250 / BusinessPhone 50 system, some features described in this guide might not work in earlier version of the system.*

Some features described in this user´s guide might be protected by a hardware dongle that has to be bought separately.

The User´s Guide describes the facilities of the BusinessPhone system and the Executive phone with a factory defaults programming. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

Function descriptions that do not include speaking in the handset, are described as off-hook, if nothing else is stated. Instead of pressing the ”Clear-key”, you can always replace the handset.

The dual-functions keys allow two functions to be combined on the same keys, the primary shown above and the secondary shown below the line. To access the secondary function, you just press the key 2nd and then the function key.

Note: *Dialog 3213 is a system telephone, i.e. it can only be used for an Ericsson private branch exchange that supports this type of telephone.*

Example:

To access the Information function:

Press the key *2nd*

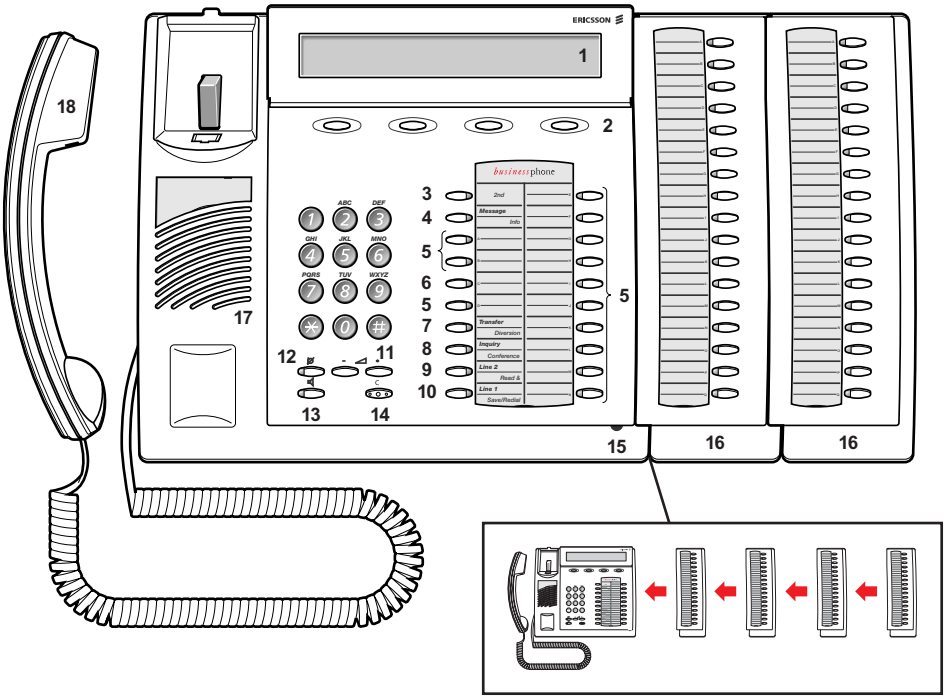
then press the combined key *Message/Info*

Dialog 3213
BusinessPhone 250 / BusinessPhone 50

Table of Contents

page
Description 5
Incoming calls 8
Outgoing calls 10
During calls 13
Call forwarding 18
Information 24
Internal messages 29
Mailbox system 35
Abbreviated numbers 39
Call metering 43
Group facilities 52
Other useful facilities 57
Security 64
Least Cost Routing 66
ISDN facilities 67
Optional equipment 73
Programming 76
Display info 79
Visible signals 81
Audible adjustments 82
Tones and signals 87
Write text 88
Glossary 89
Installation 91
Useful hints 94
Index 95
Quick reference guide 99

DESCRIPTION



1 Display
3x40 characters. See section ”Display info”.

2 Menu function keys
The functions depend on the traffic state and will be shown on the last line of the display. When you are requested to ”**(see display)**”, press the required key to access the function.

3 2nd
Key for access to secondary key functions (These functions are stated on the second line of the corresponding key).

4 Message / Info
a. To send and receive messages. See section ”Internal messages”.
b. Enter information. See section ”Information”.

(continued)

DESCRIPTION (continued)

5 Dual-function programmable keys (A-N)
Storing numbers, program functions. See section ”Programming”.

6 Dual-function programmable key (C) / Headset key
a. Storing numbers and program functions.
b. The headset function is only available with option unit (DBY 410 02) installed. The headset key is programmed by the system administrator. See section ”Optional equipment”.

7 Transfer / Diversion
a. Transfer an ongoing call. See section ”During calls”.
b. Activate/Deactivate diversion. See section ”Call forwarding”.

8 Inquiry / Conference
a. To make an inquiry to an internal or external party.
b. To establish a telephone conference.
See section ”During calls”.

9 Line 2 / Read &
a. Line key 2 for in and outgoing calls.
b. Read information. See section ”Information”.

10 Line 1 / Save/Redial
a. Line key 1 for in and outgoing calls.
b. Save or redial an external number. See section ”Outgoing calls”.

11 Volume control
To adjust the volume. Also space/backspace in writing mode. See sections ”Audible Adjustments” and ”Write text”.

12 Mute
To switch the microphone on or off. See section ”During calls”.

13 Loudspeaker on/off
To switch the loudspeaker on or off. See section ”During calls”.

14 Clear
To disconnect calls or to clear the display in programming.

15 Microphone

16 Optional key panel (A-Q)

17 dual-function programmable keys per key panel.
Four panels can be connected.

Note: *If one or two key panels are used, the optional key panel DBY 409 01 may be used. However, if three or four key panels are used, all optional key panels must be of type DBY 409 02.*

17 Loudspeaker

18 Handset with hearing aid function

Please note: *The handset may retain small metal objects in the earcap region.*

INCOMING CALLS GENERAL

This section describes incoming internal and external calls.

Internal calls

A ringing signal and a flashing lamp indicates an incoming call. The display shows the number and the name of the internal caller.

External calls

A ringing signal and a flashing lamp indicates an incoming call. If you are connected to a digital trunk line (ISDN), the display shows the number of the external caller and in case of diversion in the public net the display shows the number of the diverted as well as the calling party (see also section "ISDN facilities"). A trunk line is the same as an external line.

ANSWER CALLS

Lift the handset

Handsfree

Line 1

Press without lifting handset

or

Press without lifting handset
You are connected to the caller via the loudspeaker and microphone.

Press to terminate a handsfree call

On another extension

You can answer a call to another extension from any phone in your office.

Call the ringing extension
You receive busy tone.

```
15 Sep 10:35   +15°
ANDERSEN ANDREAS        200  BUSY
 camp-on  call-back  pick-up  intrusion
```

pick-up **Press (see display)**

Allow calls on line 2

If you want to receive calls also while speaking you first need to program ”Free on 2nd access” on a programmable key. See section “Programming”.

Free on 2nd access

Press to activate / deactive Free on 2nd access (pre-programmed)
When Free on 2nd access is active the lamp lights and you can receive calls while speaking.

Answer a second call

You are on the phone, when a muted ringing signal and a line key flashes to indicate a new incoming call:

Line 2

Press the flashing line key
The first call is parked.

Note: *If you want to see who is calling, first press L2-info (see display).*

To switch back to the first call:

Line 1

Press the first line key
The second call is parked. You are connected to the first caller.

C

Press if you want to terminate the ongoing call

OUTGOING CALLS GENERAL

Sometimes you make a call but the person is not available. These functions will help you in your attempts to establish contact with the called party.

MAKE CALLS

How to make internal and external calls.

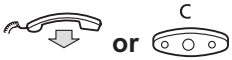
Lift the handset and dial either:

An extension number to make an internal call,

or

The digit(s) for external call access and the external number

***Note**: Which digit to press for external call access, depends on the configuration of the system.*



or

To end the call

***Note:** You can make your calls faster, using common abbreviated numbers and by programming your own abbreviated numbers.*

Handsfree

Without lifting the handset, just press a line key, or the loudspeaker key, or the first digit of the number. The call is in handsfree mode, via the loudspeaker and microphone.

LAST EXTERNAL NUMBER REDIAL

When you initiate an external call the system automatically stores all the dialled digits, irrespective of whether the call was successful or not.

Press to redial the last dialled external number

The display will show the dialled number.

SAVE EXTERNAL NUMBER

When you make an external call, you can save the number in order to redial it easily. Previously saved number is erased.

Save number

Before you quit the call:

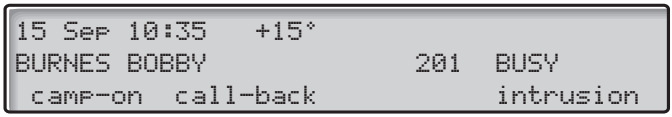
save — **Press (see display)**

Redial number

redial — **Press to redial the saved number (see display)**

AUTOMATIC CALL-BACK

You call an extension and receive busy tone or get no answer.



call-back — **Press (see display)**
Verification tone.

C **or** **Press or replace the handset to finish the procedure**
You are called back if the extension finishes the ongoing call or the next time the extension finishes a new call. You have to answer within eight seconds otherwise the call-back service is cancelled.

Lift the handset when you are called back
(You can also press the line or loudspeaker key to answer in handsfree mode.)

BUSY EXTENSION

You call an extension and receive busy tone.

Camp-on

You can notify a busy extension of your call by a muted ringing call (if this function is allowed).

camp-on

Press (see display)
Keep the handset off hook. When the called extension replaces the handset, it will be called automatically.

***Note**: If you receive the busy tone again, the desired extension does not allow camp-on.*

Intrusion

You can intrude on an ongoing call on a busy extension (if this function is allowed).

intrusion

Press (see display)
Intrusion tone is heard and a three-party call is established. When the called extension replaces the handset and you keep off hook, the called extension will be recalled automatically.

***Note**: If you still hear the busy tone, then your extension does not have the authority to intrude or the desired extension is protected against intrusion.*

DURING CALLS GENERAL

The BusinessPhone 250 / BusinessPhone 50 system allows you to handle calls in many different ways. You can switch between handset and handsfree/group conversation, mute the microphones, make an inquiry, transfer the call, create a conference or put the call on hold to perform other tasks.

GROUP LISTENING

You have an ongoing conversation via the handset.

Press to switch the loudspeaker on or off
When the lamp lights, the loudspeaker monitors the call.

Note: You can adjust the volume, see section "Audible adjustments".

FROM HANDSET TO HANDSFREE

You have an ongoing conversation via the handset.

Press to switch the loudspeaker on
You are now in the group listening mode.

Replace the handset
Handsfree conversation.

Note: You can adjust the volume, see section "Audible adjustments".

Press to end the call

FROM HANDSFREE TO HANDSET

You have an ongoing handsfree conversation.

Lift the handset
Conversation via the handset.

MUTE

You have an ongoing conversation.

Press to switch the microphone on or off
When the lamp lights, the caller will not be able to hear the conversation in your room.

INQUIRY

During an ongoing conversation you like to make an inquiry to an internal or external party.

Inquiry

Press
The first call is put on hold (the lamp flashes slowly).

Call the third party
When the third party answers you can switch between the calls, create a conference and end one of the calls.

End inquiry

C

Press to end the inquiry call
The second call is disconnected.

Line

Press to retake the first call
Now you are connected to the first party.

REFER BACK

You have an ongoing conversation on e.g. Line 2 and want to refer back to the parked call on Line 1. The lamp flashes at the parked call.

Line 1

Press to park the second call
First call is connected.

Inquiry or Line 2

Press to park the first call
Second call is connected.

C

Press to end the ongoing call

TRANSFER

You have an ongoing internal or external conversation and you want to transfer the ongoing call.

Inquiry

Press

Call the third party
You can transfer the call before answer or wait for answer.

Note: Make sure, that you are connected to the desired party. Please read the notes and warnings in section "Useful hints".

transfer

Press (see display)

or

Replace the handset
The call is transferred. External calls might only be transferred with the Transfer-key, if this state of connection is allowed by the system-programming.

Transfer to a busy extension

You can even transfer calls to busy extensions. The other party will hear a muted signal (camp-on), and the call will be extended, as soon as the ongoing call is terminated (if camp-on is allowed).

Call-back

You are called back, if you have transferred an external call and the other extension has not answered the call within a certain time. Your telephone will ring again.

CONFERENCE

You have an ongoing conversation and you want to establish a telephone conference.

Inquiry

Press

Call the third party

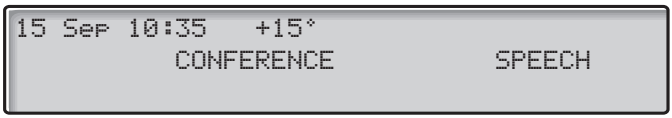
conf

Press to establish a three party conference (see display)

Now you have established a three party conference. To mark the conference, all conference members will hear a periodical conference tone.

Repeat the procedure to include other persons to the conference

In this way, you can include up to six parties in a conversation. How many of them can be external callers depends on the programming of the system.



INDIVIDUAL HOLD

You have an ongoing conversation, i.e. the ”Line 1”-key is lit. Now you want to park the ongoing call for a short while.

Line 1

Press the line key

The lamp flashes slowly.

Line 1

Press again to retake the parked call

COMMON HOLD

Hold

Press (pre-programmed)

The line key lamp flashes slowly. The call can be picked up on any extension within one minute, or else it will recall on the holding extension.

Line 1

Press to pick up on own extension

or

Pick up on another extension:

Call the extension that put the call on hold

pick-up

Press (see display)

CALL FORWARDING GENERAL

When you are not available to take calls or decide to answer your calls on another extension, it is useful to forward your calls to an alternate answering position.

If you urgently need to talk to someone who has forwarded his calls, the system is also equipped with a bypass function.

Depending on the type of diversion you are also able to record your personal greeting, see section “Personal greeting”.

***Note**: You can still make calls as usual.*

Diversion on no reply

If you are not available to answer incoming calls (internal or external), your system administrator can program your extension to automatically divert calls to a programmed diversion address (default time: 15 seconds).

Diversion on busy

If your extension is busy and you receive an incoming call (internal or external), your system administrator can program your extension to automatically divert the call to a programmed diversion address.

FIXED DIVERSION

This function directs your calls to a pre-programmed answering position (e.g. secretary).

Activate fixed diversion

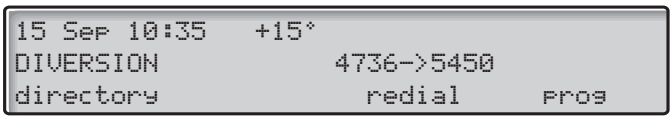
2nd

Press

Diversion

Press to activate diversion

All calls to your extension are directed to a pre-programmed address. The display shows the actual diversion state.



Cancel diversion

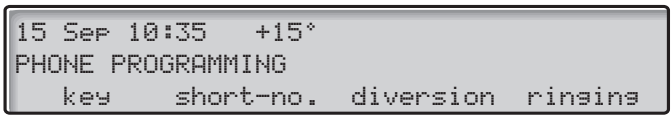
2nd **Press**

Diversion **Press to cancel diversion**

PROGRAM FIXED DIVERSION ADDRESS

If you need to program a new diversion address:

prog **Press (see display)**



diversion **Press (see display)**

Dial new diversion address

\-

Press to delete the latest entered digit.

store **Press (see display)**

C **Press to finish the procedure**

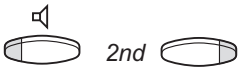
INDIVIDUAL DIVERSION

This feature gives you the possibility to divert your calls to internal and external positions, e.g. to any directory number, a colleague's extension, an external number or a common abbreviated number (e.g. your car telephone).

Note: *In order to prevent misuse, individual external diversion can be blocked for your extension, see section "Security".*

Program and activate internal diversion

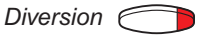
Divert your calls to an internal position.



Press

Press and dial the new directory number
Any directory number.

Press



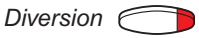
Press
Verification tone. The diversion lamp lights and remains lit. The display shows the actual follow me state.

Press to finish the procedure
You can make outgoing calls as usual. A special dial tone reminds you that "Call forwarding" is active.

Note: *An individual internal diversion cannot be activated if an individual external diversion is already activated.*

Cancel internal diversion

Press



Press
Individual diversion is cancelled. The lamp extinguishes.

Program and activate a new external diversion address

To set a new individual external diversion address:

Dial

Dial the digit(s) for external call access and enter the new external diversion address
A maximum of 24 digits.

Press to activate the individual diversion
Verification tone.

Press to finish the procedure

Note: Individual external diversion can also be used via the DISA function, see section "Other useful facilities".

Cancel external diversion

Dial

Press

Note: The programmed diversion address is not removed from the memory, the diversion is just inactive.

Re-activate external diversion

Divert your calls to an external position.

Dial to activate the programmed external diversion
You can make outgoing calls as usual. A special dial tone reminds you that "Call forwarding" is active. The display shows that you have activated an external diversion.

Press

FOLLOW ME

If you are in another room, you can still answer your calls by forwarding them to where you are. To activate Follow me, ”Individual Diversion” must be active on your telephone.

Activate Follow me

Note: This procedure has to be executed from the telephone the calls are diverted to.

Dial

Dial your number and press

Dial the new number and press
Special dial tone.

Press to finish the procedure

Cancel Follow me

Follow me and individual diversion can also be cancelled from the answering position.

Dial

Dial your number

Press
Dial tone.

Press to finish the procedure

BYPASS CALL FORWARDING

Bypass call forwarding makes it possible to call a specific extension, even if call forwarding is activated on this extension.

Dial

Enter extension number

Press

You will be connected to the specified extension, regardless of which type of call forwarding the called extension has activated.

INFORMATION
GENERAL

If you are not in the office for a certain period of time (e.g. meeting, vacation, lunch, illness), this feature allows you to inform your callers why you are absent. External callers will be routed to the operator who also has access to your absent info.

Note: *When you have activated a diversion with a personal greeting, callers will receive this greeting instead of your activated absence information.*

You can inform your callers with:

1) Pre-defined texts
Enter the reason for your absence and the date and time of your return.

2) Voice information
Record a voice message and name your absent information.

3) Free text information
Activate a personal text.

ENTER INFORMATION

To store text or voice information.

2nd *Info* **Press**

`leave` **Press (see display)**

`absence` **Press (see display)**
When the information is activated, the Message/Info lamp shows a steady light. If a message arrives, the lamp starts flashing, see section “Check and store received messages”.

```
15 Sep 10:35   +15°
ABSENCE INFORMATION FOR:          200
          pre-text   voice   free-text
```

Select ”Pre-defined text”, ”Voice” or ”Free text information”

Pre-defined texts

pre-text **Press (see display)**

next-info **Select appropriate info using next-info (see display)**

Enter ”Completing info” from the table below

	Code	*Completing info*
Time of return	1	hour (00-23) minute (00-59)
Date of return	2	month (01-12) day (01-31)
Lunch	3	back at, hour minute
Meeting	4	back at, hour minute
Vacation	5	back, month day
Illness	6	back, month day

Press to delete the latest entered digit.

activate **Press (see display)**

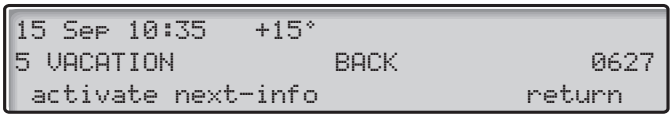
The programmed absence info will be shown in the display. Internal callers receive the information on the display (or as spoken information to callers without display phone).

Press to finish the procedure

(continued)

ENTER INFORMATION (continued)

Pre-defined texts
Example: *Vacation, back June 27*



If you do not know the time of return, just activate. Internal callers receive the information on the display (or as spoken information to callers without display phone). External callers will be routed to the operator who also has access to your absent info.

Voice information

Use the menu keys to record your voice info and activate it. Internal callers will hear the information via the handset or the loudspeaker. External callers will be routed to the operator who also has access to your absent info.

Note: *You can dial your own extension number if you want to check your information.*

Press to finish the procedure

Free text

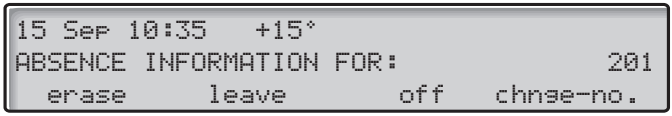
Use the keypad to select characters and digits, and the menu key to activate the information. Only possible to display phones.

Note: *How to write text is described in section "Write text".*

Press to finish the procedure

CHANGE INFORMATION

2nd *Info* **Press**



Erase

erase **Press (see display)**

absence **Press to erase the information (see display)**

Change

leave **Press to leave another information (see display)**

or

on/off **Press to activate/deactivate information (see display)**

Leave information for another extension

chnge-no. **Press (see display)**
This function may not be allowed, ask system administrator.

Enter the extension number

activate **Press (see display)**

leave **Press (see display)**

absence **Press (see display)**

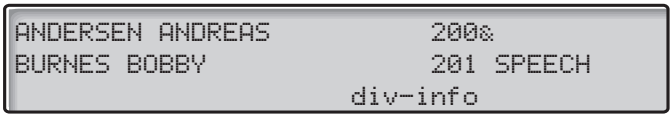
activate **Enter the information in the normal way and press (see display)**

C **Press to store the information for the extension**

RECEIVE INFO FOR DIVERTED CALLS

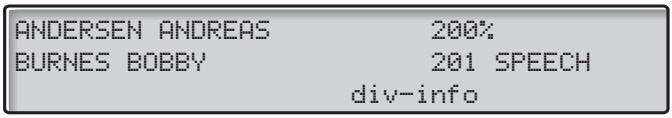
A colleague, Andersen, has programmed diversion to your extension. You answer a call to Andersen on your phone. The sign '&' or '%' indicates that Andersen has text or voice info programmed.

Text info programmed



`div-info` **Press and hold to read text info (see display)**

Voice info programmed



`div-info` **Press and hold to receive instructions on how to get the information (see display)**

INTERNAL MESSAGES GENERAL

You can send a call-back, voice or text message when you call an extension and receive busy tone or get no answer. This section also describes how to record an ongoing conversation and a personal voice message. Your incoming messages are indicated on your telephone by a rapidly flashing message-key.

SEND MESSAGE

You can send a message without calling an extension (direct message) or when you call an extension and receive busy tone or get no answer.

Direct message

Message **Press**

send **Press (see display) and enter the extension number**

```
15 Sep 10:35   +15°
FROM NUMBER:    200  TO NUMBER:
   send   change-no.          change-no.
```

send **Press (see display)**

call-back **Select message type (see display)**

Note: *After sending, you can repeat to other extensions. You can also change the sending extension number, if you want the message to be sent from someone else (if this function is allowed). Please ask your system administrator if you require this function.*

During an unanswered call

When you call an extension and receive busy tone or get no answer, you can send a call-back, voice or text message.

Message **Press**

(continued)

SEND MESSAGE (continued)

```
15 Sep 10:35   +15°
FROM NUMBER:    200  TO NUMBER:     201
          call-back   voice      text
```

Select message type (see display)
Note: After sending, you can repeat to other extensions.

Call-back

`call-back` **Press to send a "call me" message (see display)**

Voice

`voice` **Press to send a voice message (see display)**

Use the menu keys to record your message and send it (see display)

Text

`text` **Press to send a text message (see display)**
Only possible to Executive phones. See section "Write text".

CHECK SENT MESSAGES

You can check messages that you have sent, for instance if you want to erase a message. You can also check messages received at other extensions (if this is allowed).

Message **Press**

`check` **Press (see display)**

```
15 Sep 10:35   +15°
CHECK MESSAGES - OWN OR OTHERS ?
  return            own       others
```

Own messages

own

Press to check your own messages (see display)
Enter the receiving extension number. You can check and erase the messages that you have sent (see display).

Others

others

Press to check messages for another extension (see display)
Enter the receiving number that you want to check. All messages will be presented with senders name. You can check and erase the messages (see display).

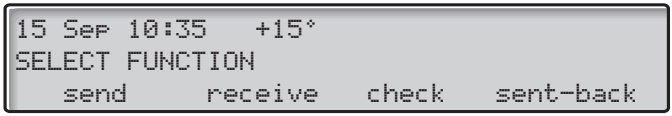
Press to finish the procedure

RETURNED MESSAGES

Messages that have been left unanswered too long are sent back to you. To check returned messages:

Message

Press



sent-back

Press (see display)

Use the menu keys to check returned messages (see display)
You can erase or re-send the message.

Press to finish the procedure

CHECK AND STORE RECEIVED MESSAGES

You can check and store your received messages.

Received messages are divided into following three categories:

- New messages (not heard or read)
- Heard/Read messages
- Stored messages

Note: *Messages are deleted from the system after a certain time. The time depends on which category the message belongs to. Please ask your system administrator regarding this.*

Message

Press to view mailbox
If the mailbox contains heard messages only, the lamp shows steady light instead.

Note: *Depending on the configuration, you might be asked for your password before you can retrieve your messages. See section "Security".*

`receive` **Press (see display)**

```
15 Sep 10:35   +15°
SELECT MESSAGE CATEGORY
  return      new      heard     stored
```

`new` **Select message category (see display)**
New, heard, read or stored.

`call-back` **Select message type (see display)**
Note: *If only one message type is available (call-back, voice or text messages), this step is excluded.*

Use the menu keys to check the message (see display)
Voice messages will be heard via the speaker or the handset. "Call me" messages will call the sender automatically. Text messages are read in the display.

Select options below:

next	**Press to check the next message (see display)**
erase	**Press to erase the message (see display)**
store	**Press to store the message (see display)** Up to 20 messages can be stored. Call-back messages cannot be stored.
	Press to finish the procedure

DICTAPHONE

If you want to record and retrieve personal voice messages you can use the dictaphone. A dictaphone message is treated as a normal message. How to retrieve dictaphone messages, see section “Check and store received messages”.

Record message

To start the recording:

Dial and record your message
The maximum recording time is four minutes and 15 seconds.

Select options below:

pause	**Press to pause the recording (see display)**
play-back	**Press to play-back (see display)**
record	**Press and speak to re-record (see display)**
activate	**Press to stop the recording and save the message (see display)**

CONVERSATION RECORDING

The conversation recording function makes it possible to store the ongoing telephone conversation in the individual mailbox by pressing a pre-programmed recording key.
You can store both internal and external calls. Conference calls cannot be stored.

A recorded conversation is treated as a normal voice message. How to retrieve conversation recordings, see section “Check and store received messages”.

Note: *This feature may be restricted or not available. Ask the system administrator for the availability and for more information. Furthermore, a conference tone can be audible during the entire recording.*

To start or stop recording the ongoing call:

Recording

Press the recording key (pre-programmed)
While recording is active a steady light indicates that the conversation is being recorded. You can start or stop the recording whenever you want. The maximum recording time is four minutes, if you want to record a conversation longer than four minutes, just repeat the procedure. To program the key, see section “Programming”.

Warning!
Recording a conversation without prior notice to the other party may be an illegal act. Forwarding or playback of this recorded conversation to a third party without prior permission may be an illegal act.

It is obligatory for the recording initiator, to ask the other party in advance for permission and to inform the same of the purpose and further usage of this particular recording.
The adherence to the relevant legislation is the exclusive responsibility of the user, offences can be criminally prosecuted. Neither the manufacturer nor the dealer of this product is responsible for the abuse of this feature by the user or for any damages caused thereby.

MAILBOX SYSTEM GENERAL

While you are away from the office, callers can leave messages in your individual or in a common mailbox.
You are also able to record your personal greeting, see section "Personal greeting".

The difference between your individual mailbox and a common one is that a common mailbox can be used for more than one user.

INDIVIDUAL MAILBOX SYSTEM

Callers are able to leave messages in your individual mailbox.

Activate

Divert your extension to the mailbox system.

Press

2nd

Press

Diversion

Press

Dial the number to the mailbox system
Please ask the system administrator for your defined mailbox number.

2nd

Press

Diversion

Press

C

Press to finish the procedure
When the diversion to your mailbox is activated, the Diversion lamp shows steady light.

(continued)

INDIVIDUAL MAILBOX SYSTEM (continued)

Deactivate

2nd **Press**

Diversion **Press**

Retrieve messages - internally

The message lamp flashes rapidly.

Message **Press to retrieve a message**
See section “Check and store received messages”.

Retrieve messages - externally

To retrieve your messages from an external position:

Dial your company´s telephone number

Dial the number to the mailbox system
During the procedure you will be asked for your extension number and your password.

COMMON MAILBOX SYSTEM

If you divert your telephone to a common mailbox, the callers are able to leave messages there. The difference between your individual mailbox and a common one is that a common mailbox can be used for more than one user.

Activate

Divert your extension to the mailbox system.

Press

2nd **Press**

Diversion **Press**

Dial the common mailbox number
Please ask the system administrator for your defined mailbox number.

2nd

Press

Diversion

Press

C

Press to finish the procedure
When the diversion to your mailbox is activated, the Diversion lamp shows steady light.

Deactivate

2nd

Press

Diversion

Press

Retrieve messages - internally

Common mailbox

Press the common mailbox key (pre-programmed)
During the procedure you will be asked for your extension number and your password. See section ”Security”.

Retrieve messages - externally

To retrieve your messages from an external position:

Dial your company´s telephone number

Dial the common mailbox number
During the procedure you will be asked for your extension number and your password.

PERSONAL GREETING

Depending on the type of diversion you want to activate, you can leave three different personal greetings to the caller. The diversion state can be on no reply, on busy or an activated individual diversion.

2nd *Info* **Press**

leave **Press (see display)**

greeting **Press (see display)**

```
15 Sep 10:35   +15°
MAILBOX GREETING FOR:              201
  busy    no-reply    diversion
```

diversion **Select type of diversion and use the menu keys to record your greeting (see display)**

C **Press to activate**

When you activate the diversion, the recorded greeting is played to the next caller.

Note: *When you have activated a diversion with a personal greeting, callers will receive this greeting instead of your activated absence information.*

Erase a greeting

2nd *Info* **Press**

erase **Press (see display)**

diversion **Select type of diversion (see display)**

C **Press to finish the procedure**

ABBREVIATED NUMBERS GENERAL

By using abbreviated numbers, you can make calls simply by pressing a few keys.

Frequently used external numbers are stored as ”common abbreviated numbers” in the exchange.

A total of 82 “individual abbreviated numbers” (your personal most frequently used external numbers) can be stored and used on the keys A to N on the telephone, and on keys A to Q on the key-panels.

Note: *Functions that you activate/deactivate via a dial code, e.g. *32* and #32# for reminder, can also be stored as individual abbreviated numbers.*

COMMON ABBREVIATED NUMBERS

External numbers are stored centrally in your BusinessPhone system. Common abbreviated numbers have a maximum of 4 digits and can be dialled from every extension that has the authority to do so.

Dial the common abbreviated number
Please refer to your telephone directory.

INDIVIDUAL ABBREVIATED NUMBERS

You can program and activate your most frequently used external numbers on the 2nd layer of a programmable key. This procedure can also be used if you want to program a function that is activated/deactivated via a dial code.

Press

Press to make a call or activate a dial code (pre-programmed)

(continued)

INDIVIDUAL ABBREVIATED NUMBERS (continued)

Program individual abbreviated number

How to program external numbers or dial codes on the keys A to N on the telephone and A to Q on the key-panel.
A number can consist of up to 24 digits.

prog **Press (see display)**

```
15 Sep 10:35   +15°
PHONE PROGRAMMING
   key    short-no.  diversion  ringing
```

short-no. **Press (see display)**

Press a programmable key

Dial the digit(s) for external call access and dial the number

Which digit to press for external call access, depends on the configuration of the system. The number can consist of up to 24 digits.

or

Dial a code

store **Press to store the number or the code (see display)**

Press to finish programming

Note: *The dual-function keys allow individual abbreviated numbers and other functions e.g. dial-by-name to be combined on the same keys. You can remove the transparent cover in order to write the names beside the keys. Put the name referring to the individual abbreviated number in the field below the line to indicate that it is the secondary function.*

DIAL-BY-NAME

You can program and activate directory numbers (extensions and common abbreviated numbers) on the programmable keys.

Head Office

Press to make a call (pre-programmed)

Program dial-by-name

How to program an internal directory number on a key A to N on the telephone and A to Q on the key-panel.

prog **Press (see display)**

key **Press (see display)**

Press a programmable key
The pre-programmed function will be shown in the display.

change **Press (see display)**

```
15 Sep 10:35   +15°
SELECT FUNCTION -   NAMECALL          10
 backward  forward    enter     return
```

Note: If programmed names already exist, press backward or forward until the function "Namecall" is shown (see display).

enter **Press (see display) and dial the number**
You can use any directory number, e.g. a common abbreviated number or a colleague's extension number.

store **Press (see display)**

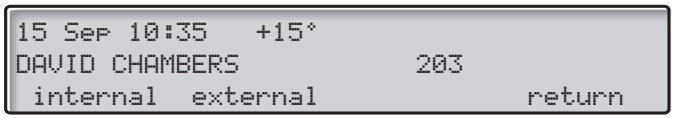
Press to finish the procedure

INTEGRATED TELEPHONE DIRECTORY

You can search for all directory numbers and common abbreviated numbers in the integrated telephone directory.

directory **Press (see display)**

The display shows :



You can choose between *internal* telephone directory that contains all directory numbers, and *external* telephone directory that contains all common abbreviated numbers.

internal **Press (see display)**
To search in the internal telephone directory.

external **Press (see display)**
To search in the external telephone directory.

You can press “search” (see display) to step through the whole directory or use the keypad to select the first or more characters of the second name.

Note: *How to write text is described in section ”Write text”.*

search **Press (see display)**
If the proposal is correct, call the number (see display).
If not, use backward or forward to step through the directory.

CALL METERING GENERAL

When the BusinessPhone system is provided with metering information from the public net, the call metering function can be used to check the costs of outgoing calls.
The BusinessPhone system offers several options to obtain this information.

COST INDICATION

During an outgoing external conversation the display shows the actual costs. If you want to deactivate the cost indication you have two options:

To deactivate the indication of the ongoing call:

cost-off

Press (see display)
To toggle between cost indication or no cost indication. During an incoming external call or the public net does not provide the system with metering information, the system will only show the call duration.

To deactivate the indication for all further calls:

Dial
Verification tone, the cost indication is deactivated.

Press

To activate the cost indication again for all further calls, repeat the procedure.

COST OF THE LAST CALL

After finishing an outgoing external call, you have the possibility to see the cost of the last call.

✱ 4 6 #

Dial

The display shows the cost of the last call.

Press to finish the procedure

READ OUT YOUR OWN COST COUNTER

This is useful, when you want to check the accumulated costs of your own counter.

✱ 4 5 #

Dial

The system shows the accumulated costs since the last reset.

Press to finish the procedure

READ OUT COST COUNTER FOR OTHERS

If you have the authority, you can read out and reset the cost counters for other extensions and trunk lines. If your system is equipped with a printer you have the opportunity to initiate a printout.

✱ 4 5 #

Dial

The system shows the accumulated costs of your own extension since the last reset.

other **Press (see display)**
The system requires a password.

Enter the password
Ask your system administrator for the defined password.

Press to delete the latest entered digit.

activate **Press to confirm the password (see display)**
Select the type of meter you want to read out.

```
22 Nov 09:23   +15°
SELECT TYPE OF METER
 caller   trunk                  return
```

caller **Press to read out an extension counter (see display)**
If the system is included in a network, you will be able to read out the costs of the tie lines in this menu.

or

trunk **Press to read out a trunk line counter (see display)**

```
22 Nov 09:32   +15°
ENTER DIRECTORY NUMBER:
 display   print      reset     return
```

Enter the directory number of the desired extension or trunk line
(If you do not enter a directory number the accumulated costs of the entire system will be shown.)

READ OUT COST COUNTER FOR OTHERS (continued)

return — **Press to return to previous menu (see display)**

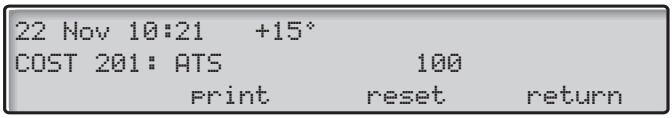
reset — **Press to reset counter (see display)**

Note: *The reset function in this menu is only applicable when a printer is connected to the system. To initiate a reset procedure you require a special class of service (please ask your system administrator if this feature is available on your phone). To avoid different countervalues for total extensions and total trunk lines in the system, we recommend to reset all the extensions and trunk line-counters at the same time.*

print — **Press to initiate a printout on the printer (see display)**

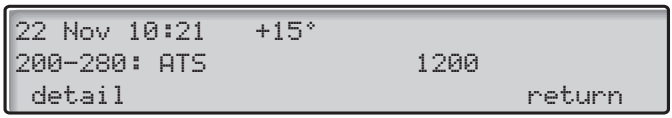
This function is applicable when a printer is connected to the system. You also require a special class of service to initiate a printout. For a detailed description of the printout, see section ”Printout”.

display — **Press to show the counter on the display (see display)**



In this menu you have the same possibilities as in the previous menu. It is also possible to reset without a printer.

If you have not entered a specific directory number in this procedure, you will see the accumulated costs of the entire system.



detail **Press to read out the detailed counters of each extension/trunk line (see display)**
In this menu you have the same possibilities as the previous menu for reading out a single counter.

next **Press to step through all the counters (see display)**

Press to finish the procedure

PRINTOUT

The printout covers the following information:

Example:

```
Call Metering Information BusinessPhone

Date:  00 05 12                    Time: 10:53

ERICSSON AUSTRIA AG
Pottendorfer Str. 25-27
1121 Vienna
AUSTRIA



Reason for print out : Read
Division : Total system
Group : Callers
Directory number range : 4736
Currency : ATS


Dir. No.    Name         Pulses    Cost    Cost/Pulse
---------   ----------   --------  --------
4736        Mr.Plattner   76       760.00    10.00
-------------------------------------------------------
Total                     76       760.00
```

PRINTOUT CONTENTS

Date:	Shows the date of the print out.
Time:	Shows the time of the print out.
Ericsson Austria AG **Pottendorfer Str. 25-27** **1121 Vienna** **AUSTRIA**	4 lines with 50 characters per line are free for definition. For example, for the company address.
Reason for print out:	This field shows if the print out was initiated only to read out the counter or if the print out was caused because of a reset procedure.
Division:	This field is prepared for future applications. Currently it always shows ”Total system”.
Group:	Shows if the desired directory number(s) are related to the extension (caller) or trunk group.
Directory number range:	Shows the directory number of the desired extension or trunkline. When no directory number is entered then ”ALL” will be shown in this field and you will see all the counters of the extensions and trunk lines on the display.
Currency:	Shows the defined currency.
Dir.No.:	Shows the directory number of the desired extension/trunk line.
Name:	Shows the name of the extension or trunk line.
Pulses:	Shows the accumulated pulses for the desired extension/trunk line since the last reset.
Cost:	Shows the accumulated cost for the desired extension/trunk line since the last reset.
Cost/Pulse:	Shows the actual price per pulse.
Total:	Shows the accumulated pulses and costs of all the extensions/trunk lines on the printout.

INTEGRATED SYSTEM CHECK

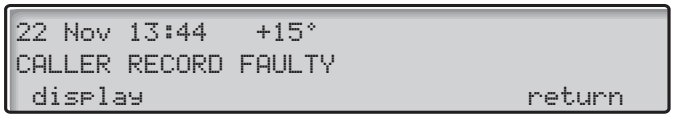
To avoid a loss of the counter values during reconfigurations of the system, an integrated system check offers you the opportunity to read out all the counters which were not reset before the reconfiguration. To initiate the system check you need a special class of service (please ask your system administrator if this feature is available on your phone).

(*) (4) (5) (#) **Dial**

(Same procedure as used for reading out accumulated costs).

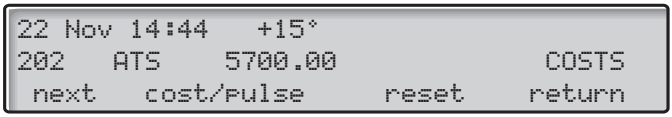
check **Press to initiate a system check (see display)**

When a fault is found the following information will be shown:



display **Press to display the fault records (see display)**

The display shows the first fault record in the system. The display information includes the extension numbers which have been deleted during the reconfiguration and the related costs for these extensions.



next — **Press to step through the faulty records (see display)**

cost/pulse — **Press to toggle between the indication in pulses or costs (see display)**

reset — **Press to reset the faulty record (see display)**
In this case no print out will be initiated to the connected printer.

return — **Press to return to previous menu (see display)**

GROUP FACILITIES GENERAL

When you are working together in a team the following group facilities can be very useful. You can page your colleagues, give them telephone attendance or pick up their incoming calls.

KEY-SYSTEM

With this function, all (or selected) external lines are represented by pre-programmed keys on all phones. For each external line, a function key has to be programmed. Which means that you are able to monitor the state of traffic for every programmed external line (e.g. free, busy). You can also establish an external call by pressing the external line key.

Answer an external call

To answer an external call, just press the flashing key. (Depending on the programming of the system, an incoming external call will be announced with a flashing line-key and a ringing signal).

External line

Press (pre-programmed)
Speech connection with the caller.

Make an external call

To initiate an external call, just press the external line key. The external line will be seized automatically.

External line

Press a free line-key (pre-programmed)

Dial the desired number
If you make external calls in this way, you do not have to dial the digit(s) for external call access first.

SUPERVISION / TELEPHONE ATTENDANCE

A function-key can also be programmed for supervision and handling calls for a group of extensions. If a supervision/ attendance-key is programmed on your telephone, you are able to call the other group-members or answer incoming calls for the group by pressing the key and monitor the activity of other extensions (free, busy, called).

Traffic situation

Michael **Ongoing conversation (lamp is on)**

Michael **Free extension (lamp is off)**

Michael **The extension is called (flashing lamp)**

Pick-up calls for the group

Your colleague's extension is indicated on your phone by a pre-programmed key.

Michael

Press to answer the calls directly (pre-programmed)
A flashing lamp beside the key indicates an incoming call.

Call a group-member

Michael

Press to make the calls directly (pre-programmed)

Note: *If the key is flashing, you will automatically pick-up your colleague's ongoing call.*

GROUP CALL PICK UP

In a Pick up group, any member can answer any individual call to group members. You answer a call to the group by dialling a special answering number. Please ask your system administrator for the configured number.

Dial the group call pick up code

LOUDSPEAKER PAGING

You can page all extensions in a group and give a voice message.

Paging

Press (pre-programmed)
All extensions in a group are called.

Paging

Press again and hold the key (pre-programmed)
Give the voice message and then release the key.
Now you can wait for answer, or terminate. If you do not get an answer within 30 seconds, the paging function will be terminated automatically.

Answer paging

A short signal and a flashing "Paging"-key will inform you when a loudspeaker paging is received.

Paging

Press (pre-programmed)
An internal call is established with the paging party.

GROUP HUNTING

Your telephone can be included in one or several hunt groups. In a hunt group all members are represented with one common directory number. 16 hunt groups can be programmed, each containing 1 to 20 members. A member can be either an extension number, an operator console or a fictive number. Please ask your system administrator if you require this function.

Note: *The number of cordless extensions in a hunt group are limited to eight (including tandem configurations).*

Incoming calls to the hunt group are directed to free extensions in the group. The hunt order within the group can be changed to suit your needs. If all members of the hunt group are busy, an incoming call is presented with a special ringing signal to line 2. If no one answers this call before the programmed time, the call is forwarded to the programmed answering position (e.g. operator).

Note: *If all members in a hunt group are busy, the call-back or intrusion functions are not available, however the camp-on function can still be used.*

Log in

Before you can answer group hunting calls, you must log in.

To log in to one hunt group:

Dial

Dial the hunt group code and press
Please ask your system administrator for the configured number.

To log in to all hunt groups:

Dial

Press

Answer calls

Answer group hunting calls in the normal way.

(continued)

GROUP HUNTING (continued)

Log out

To log out from one hunt group:

(#) (2) (8) (*) **Dial**

( ) ( ) ( ) ( ) (#) **Dial the hunt group code and press**

Please ask your system administrator for the configured number.

Note: If you are logged in to more than one huntgroup and log out from one of them, the display will show the following text:

```
22 Nov 13:44   +15°
LOGGED OUT FROM AT LEAST ONE PBX GROUP
directory            redial     prog
```

To log out from all hunt groups:

(#) (2) (8) (*) **Dial**

(*) (#) **Press**

COMMON BELL

The common bell facility allows all extensions of the system (operator included) to pick up the call from an extension that has been predefined as a common bell extension.

( ) ( ) ( ) ( ) **Dial the common bell pick up code**

Please ask your system administrator for the common bell pick up code. You will immediately be connected with the calling party. If two or more extensions simultaneously attempt to answer a call from the common bell extension, only the first extension will pick it up. The other extensions will receive the "number unobtainable" tone and their displays will show the message "No call waiting at common bell". This will also happen if you dial the common bell pick up code and there are no calls waiting at the common bell extension.

Note: You can also program the common bell code on a function key.

OTHER USEFUL FACILITIES GENERAL

By using these facilities your productivity will be increased, e.g. you can set reminders for important meetings, place the costs for external calls on separate accounts, listen to music via the loudspeaker and much more...

REMINDER

The phone can be set to remind you at any time within the next 24 hours (multiple settings are allowed).

(*) (3) (2) (*) **Dial**

Dial reminder time
(00-23) hour + (00-59) minute. Example: 1430.

```
15 Sep 10:35   +15°
REMINDER TIME                1430
 activate     clear
```

Note: If you receive busy tone, your extension does not have the authority to set a reminder.

– Press to delete the latest entered digit.

activate **Press to activate (see display)**

C **Press to finish programming**
When the reminder time is reached, your phone rings with recall signal.

Cancel reminder

(#) (3) (2) (#) **Dial to cancel all settings**

C **Press to finish the procedure**

ACCOUNT NUMBER

You can place the costs for external calls on a selected account number (up to 15 digits).

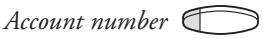
Enter account number before the call

Dial

Enter account number and press
Internal dial tone. Make the external call.

Enter account number during the call

If your telephone has a pre-programmed account number-key, you can also enter an account number during a call.

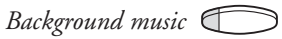


Press (pre-programmed)

Enter account number and press

BACKGROUND MUSIC

You can listen to background music over the loudspeaker on your phone by pressing a pre-programmed Music key, or by entering the number for the music channel. Please ask your system administrator for the configured number.



Press to activate the music (pre-programmed)
The music automatically switches off when you make or receive calls and switches on again when the call is finished.

Press to cancel the music
Note: *You can adjust the volume, see section "Audible adjustments".*

INTERCOM LINE

A two-way direct call function between two extensions, for instance in executive-secretary communication.

Intercom to Secretary

Press to establish an intercom call (pre-programmed)

Press to cancel the intercom call

TANDEM CONFIGURATION

The tandem configuration is a unit, consisting of two telephones using the same directory number. One of the telephones is defined as the ”Primary” and the other one as the ”Secondary”.

This function enhances the communication for users that, for example, have a wired phone on their desk (the ”primary telephone”) and need to be mobile within their company's building with their own portable (the ”secondary telephone”). Basically the tandem configuration works as follows:

To activate the tandem configuration

Secondary on/off

Press (pre-programmed)

or

Dial to log on the secondary telephone

For incoming calls:
- Both telephones are treated as 1 single extension.

For outgoing calls:
- Both telephones are treated as 2 separate extensions.

(continued)

TANDEM CONFIGURATION (continued)

To deactivate the tandem configuration

Secondary on/off

Press (pre-programmed)

or

Dial to log off the secondary telephone

For incoming calls:
- The "secondary" telephone cannot be called and the "primary" telephone works as a normal "stand-alone" telephone.

For outgoing calls:
- Both telephones are treated as 2 separate extensions.

Transferring a call between the members of a tandem unit

Inquiry

Press and dial own directory number

Transfer

Press

AUTOMATED ATTENDANT

The Automated Attendant facility sends voice instructions to external and internal callers, informing them of all possible options they can choose. Voice instructions lead the callers step by step to the desired destination.

Dial the Automated Attendant directory number
Please ask your system administrator for the Automated Attendant directory number.

NIGHT SWITCHING

If you want this facility, please ask your system administrator. This function is used for directing all incoming calls to one extension (answering position), e.g. when the office is closed.

Night

Press to activate or deactivate (pre-programmed)
When the lamp lights, night switch is active. When the lights extinguishes, night switch is passive.

DIRECT INWARD SYSTEM ACCESS (DISA)

If you are working externally and you have the need to make business calls, call your company and use the company PBX to make an external call to the desired party. You just pay the costs for the phone call to your company. The other costs will automatically be placed on your extension number or on a special project.

***Note**: To activate this function, you have to change the default password from "0000" to a personal one. Which code to use and how to change it, see section "Select password".*

You can also divert calls from your office extension to your external position, see section "Call forwarding".

During the procedure you will be prompted for your password. See last page for a card to remember these specific numbers.

Dial the public number of your company

followed by the DISA number
Ask the system administrator for the defined DISA number.

Dial the external number

or
Use the external diversion function
Procedure, see section "Call forwarding".

***Note:** If you program a new diversion address, remember to reset it when you return to your office.*

DOORPHONE

The doorphone is used to monitor the admission to your company, i.e you can open the doorlock from your phone.

Answering door-phone calls

Line 1

Press the flashing line key
You will be in speech connection with the calling party.

Opening of the doorlock

After you have answered the doorphone, you can open the door making an inquiry to the door-opener's directory number.

Inquiry

Press

Dial the door-opener´s directory number
Please ask your system administrator for the number.
Note: *You can also program the door-opener's directory number as a common abbreviated number or a function key.*

IMMEDIATE ANSWER

It is possible to get automatic hands-free answering on internal calls without pressing the line key. If you require this facility, please ask your system administrator.

Immediate answer

Press the immediate answer key (pre-programmed)
Incoming calls will be indicated by one muted ringing signal, the On/Off lamp lights and the call comes straight in through the loudspeaker.
Note: *To accept a transferred external call you must first press the Transfer key.*

Cancel immediate answer

Immediate answer

Press the immediate answer key (pre-programmed)
The lamp extinguishes.

NETWORKING

Networking is the connection of several premises within a company. The connection can be set up via leased lines, public lines, Local Area Network (LAN) or Wide Area Network (WAN). Ask your system administrator about details regarding networking.

IP CALLS

IP calls are internal calls sent via an internal data network (LAN or WAN) and the transfer of data and voice is made on the same line. If you are connected to an internal data network the IP connection is made automatically. To minimise the traffic on the network the speech quality is decreased.

If the speech quality is not acceptable you can disconnect the IP call and switch to a non-IP call (alternative network). The switch from the IP net to the non-IP net is made during the call, so the call does not have to be disconnected.

If you want to switch to a non-IP net during the call:

Inquiry

Press

(*) (6) (1) (*)

Dial

During the procedure the other party is put on hold. When the procedure is ready you will receive a special ringing tone and the call is resumed in the non-IP net.

```
15 Sep 10:35   +15*
SPEECH PATH REPLACEMENT
```

Note: *A switch to a non-IP call can only be performed if the original call is an IP call, otherwise you will receive a blocking tone.*

SECURITY GENERAL

You can block your extension in order to prevent unauthorized use of your telephone, e.g if your external calls are placed on a specific account number.

BLOCK EXTENSION

(*) (7) (2) (#) **Dial to block your extension**
Verification tone.

C **Press to finish the procedure**

Un-block extension

(#) (7) (2) (*) **Dial**

( ) ( ) ( ) ( ) (#) **Dial your password and press to re-open**
Verification tone. Your extension is open for use.

C **Press to finish the procedure**

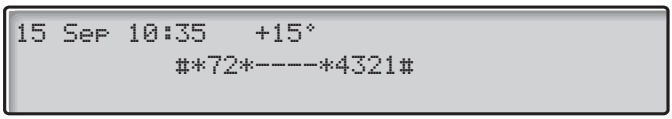
SELECT PASSWORD

You can use your four-digit password for blocking your phone from unauthorized use, or for making external calls from any blocked extension.

(#) (*) (7) (2) (*) **Dial to select a new password**

( ) ( ) ( ) ( ) (*) **Dial your present password and press**
The default password is “0000”.

( ) ( ) ( ) ( ) (#) **Dial your new password and press**
Verification tone.

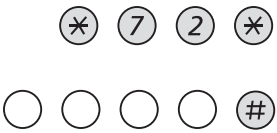


C **Press to finish the procedure**

BYPASS BLOCKED EXTENSION

In order to make a call, you can temporarily bypass a blocked extension.

Bypass own extension



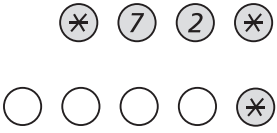
Dial

Dial your password and press

Dial tone. You can make one call from your extension.

Bypass another extension

This makes it possible to make a call on another, blocked extension, by using your password.



Dial

Dial your password and press

Dial your extension number and press

Dial tone. You can make one call from the blocked extension.

LEAST COST ROUTING GENERAL

Least Cost Routing (LCR) automatically selects the cheapest way to establish the connection to the desired external number. Please ask your system administrator if this function is installed in your system.

LEAST COST ROUTING

If the extension has been configured to use LCR, each external call will be analysed and the cheapest way will be selected.

Use least cost routing

Dial the digit(s) for external call access and the external number

The usual way of making an outgoing external call.

Calling least cost routing

If LCR has been installed in your system, but your extension is not configured to use it automatically, you also have the opportunity to get the cheapest connection by dialling the LCR code before you dial an external number.

Dial the LCR code

Please ask your system administrator for the LCR code.

Dial the digit(s) for external call access and the external number

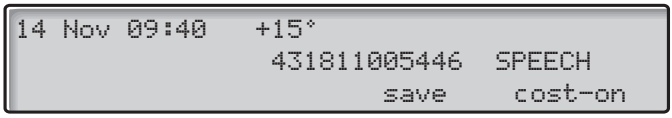
Note: *You can also program the LCR code on a function key.*

ISDN FACILITIES GENERAL

This chapter is only relevant when your system is connected to a digital trunk line (ISDN-trunk line). It provides a general view of all the (supplementary) services available from the public net which are supported by the system. The services from the public net differ from market to market. Please ask your system administrator which features are available.

NUMBER IDENTIFICATION

The main difference compared to the analogue public net is the number identification between the connected parties.



When you establish an outgoing external call, the public number of your system and your extension number will be sent to the caller. If the number of the answering party is different from the dialled one (for example, after a diversion), you will also be informed about the answering party´s number.

When you answer an incoming external call on your phone (or from another phone), you will see the caller´s number on the display. Your public number will be sent to the caller.

NUMBER SECRECY

By pressing a pre-programmed "number secrecy" key you can choose not to show your complete number (public + extension number) to the connected party.

Number secrecy

Press a pre-programmed key to suppress your complete number to the public net

The lamp beside the key shows a steady light and the function remains activated until the key is pressed again.

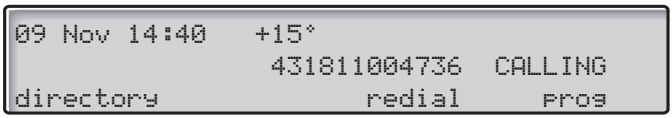
ANSWER AN INCOMING CALL FROM AN ISDN-LINE

A ring signal and a flashing lamp indicates an incoming call, answer the call in the normal way. One of the following four cases will occur.

Example 1 :

The public net provides the number of the caller.

Mr. Plattner with public number
0043 181100 4736 is calling.



Example 2 :

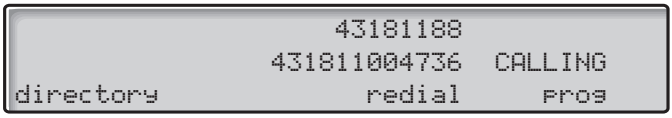
The caller has activated "number secrecy".
(The calling number will be suppressed.)

Example 3 :

The public net cannot provide the calling number, in this case the normal number of the external line will be shown.

Example 4 :

The calling number has been diverted in the public net, the calling and the diverting number will be shown.



MAKE AN EXTERNAL CALL ON AN ISDN-LINE

Establish an external call in the normal way.

If the called party is also connected to a digital trunk line, your public number is shown on the called party´s display.

If the connected party number differs from the dialled one (for example : diversion or pick up from another extension), your display shows the new number.

Example :

Called Party number 0043 181100 Extension 4736

```
14 Nov 09:40   +15°
            00043181100473 6  FREE
                      save
```

The desired extension 4736 will be answered by extension 5446.

```
14 Nov 09:40   +15°
            00043181100544 6  SPEECH
                      save    cost-on
```

When the connected party has activated ”number secrecy” (number suppression), your display shows the following information.

```
14 Nov 09:40   +15°
DISPLAY RESTRICTED            SPEECH
                      save    cost-on
```

MALICIOUS CALL IDENTIFICATION

If you are disturbed by malicious external incoming calls, you can request a number tracing from the network provider.

If you cannot see the number of the caller or connected party (because of an activated number suppression), you have the possibility to register the number in the public network during the call.

Malicious call id.

Press to register the connected number (pre-programmed)

or

(*) (3) (9) (#)

Dial to register the connected number

If the function is accepted in the public net, your display shows the following information.

```
14 Nov 09:40   +15°        MCID ACCEPTED
DISPLAY   RESTRICTED           SPEECH
                        save
```

If you cannot identify the connected party, your display shows the following information.

```
14 Nov 09:40   +15°        MCID REJECTED
DISPLAY   RESTRICTED           SPEECH
                        save
```

After 3 seconds the display will return to the previous display.

ISDN CALLER LIST

This function will insure that you will not miss any incoming calls, by storing unanswered ISDN calls on your telephone, e.g. if you do not answer or your telephone is busy.

Via your telephone you can:

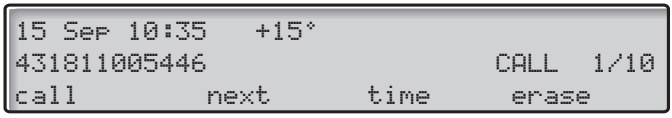
- See the number of unanswered calls
- Call the stored numbers in the caller list
- Scroll through the caller list
- See the time and date of the arrived calls
- Erase calls from the list

The number of calls in the list are indicated on your display, e.g. ”10 CALLS” indicates that 10 calls are stored in the list.

Retrieve calls

To see the first entry in the caller list:

`list` **Press (see display)**
The display shows the following information, e.g. ”CALL 1/10” indicates the first of the 10 stored calls in the list.



__Note:__ If you do not react within 30 seconds the display is returned to idle state. If you want to leave the function before the timeout, press the ”Clear”-key.

`next` **Press to scroll through the list (see display)**

(continued)

ISDN CALLER LIST (continued)

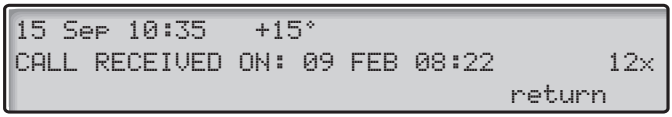
`call` **Press to call the selected number (see display)**
When the call is successful, the number is automatically removed from the caller list. The system automatically adds the digit(s) for external call access.

Note: *If digit(s) for external call access has not been defined for your caller list, contact your system administrator.*

Show date, time and call attempts of the selected call

When you are retrieving calls from your caller list.

`time` **Press to see the date and time of the selected call (see display)**
You will see when call was received and how many times the same call came in.



`return` **Press to return to the previous display (see display)**

Erase calls from the caller list

When you are retrieving calls from your caller list.

`erase` **Press to erase the selected call (see display)**
The call is erased from the list and the next call is displayed. The display will inform you if there are no more calls in the list.

Note: *If you do not react within 5 seconds the display is returned to idle state. If you want to leave the function before the timeout, press the "Clear"-key.*

OPTIONAL EQUIPMENT GENERAL

This chapter describes optional features that can be used together with your BusinessPhone telephone.

EXPANSION KEY PANEL

Each key panel offers 17 additional keys for storing of your most frequently used telephone numbers and functions, and for supervising extensions.

Your telephone can be expanded with up to four key panels.

Note: *If one or two key panels are used, the optional key panel DBY 409 01 may be used. However, if three or four key panels are used, all optional key panels must be of type DBY 409 02.*

OPTION UNIT

The Option unit DBY 410 02 is an optional accessory, to be installed on the bottom of your telephone set. The following devices can be installed via the Option unit:

- Tape recorder
- Extra bell or busy indication outside your door
- Enhanced headset functionality or a conference unit

Note: *Regarding the headset functions see previous section.*

- PC sound card
- Second handset

Note: *For people with impaired hearing the Option unit offers the possibility to amplify the receiving volume in the handset and headset.*

EXTRA HANDSET

Useful for involving a second person in your conversation, for talking or just listening.

TAPE RECORDER

When a recording of the telephone conversation is needed, for evidence purposes, a tape recorder can be connected.

HEADSET

The following headset functions are available.

Note: *To use the headset functions your telephone has to be equipped with option unit DBY 410 02. How to install the option unit, see separate installation instructions provided with the option unit.*

Activate/Deactivate the headset

Headset

Press the headset key to activate/deactivate the headset (pre-programmed)
See section "Description". All calls can be handled via the headset.

Answer calls

Line 1

Press the flashing line key to answer

Press to terminate a headset call

Make calls

Dial the number

Press to terminate the call

Headset to handset

Lift the handset

Handset to headset

Headset

Press the headset key (pre-programmed)

Headset with group listening

Press to toggle between headset with or without group listening

Headset to handsfree

Press

Headset

Press the headset key (pre-programmed)

Handsfree to headset

Headset

Press the headset key (pre-programmed)

CONFERENCE UNIT

For conferences with many participants, the conference unit enhances the speech quality. It provides full duplex and high quality conversation possibilities.

ALARM INTERFACE UNIT

This plug-in module is fitted into the bottom of the telephone. It makes it possible to transfer alarm signals from various devices via the telephone to the exchange and to a predefined extension. A special circuit layout provides maximum functional security.

To a telephone fitted with an alarm interface unit you can connect devices such as bathroom alarms for hotel rooms, emergency alarms for hospitals, bank security alarms and supervision of machines.

PROGRAMMING GENERAL

If you require frequent use of certain functions, you may program them on the keys A-N on the telephone and A-Q on the key-panel. When you want to use the function, just press the key.

PROGRAMMING

How to program a function on key A.

Note: Some functions can also be programmed as individual abbreviated numbers, see section "Abbreviated numbers".

prog — **Press (see display)**

key — **Press (see display)**

Press the desired programmable key

change — **Press (see display)**

forward — **Select function code (see display)**
See section "Function codes and required data".

enter — **Press (see display)**

Enter associated number
See section "Function codes and required data".

store — **Press (see display)**

Continue with section "select ringing character"

or

Press to finish programming
After approximately 10 seconds, the function key is active
Note: The dual-function keys allow programmed functions and short numbers to be combined on the same keys. Remove the transparent cover in order to write the name beside the key. Put the name referring to the programmed function in the field above the line to indicate that it is the primary function. If a function is already programmed on the key, this will be displayed when you start programming.

Select ringing character

Select ringing character (0-4)
See section ”Function codes and required data”.

enter — **Press (see display)**

C — **Press to finish programming**
After approximately 10 seconds, the function key is active.

Example : Program supervision of extension 204 on key A, with ringing character 1. For available function codes, see section ”Function codes and required data”.

prog — **Press (see display)**

key — **Press (see display)**

A — **Press the desired programmable key**

change — **Press (see display)**

forward — **Press until supervision is shown (see display)**

enter — **Press (see display)**

2 0 4 — **Enter extension number**

store — **Press (see display)**

1 — **Press to select ringing character**

enter — **Press (see display)**

C — **Press to finish programming**

FUNCTION CODES AND REQUIRED DATA

Programming name	Function name	Function code	Associated number	Ringing character
NAMECALL	Dial-by-name	10	Extension number	—
SUFFIX DIGIT	Camp-on	11	4	—
	Automatic callback	11	5	—
	Answer calls, another extension	11	6	—
	Radio paging	11	7	—
	Intrusion	11	8	—
EXTERNAL LINE	External line	12	Directory number of line	0–4
SUPERVISION	Supervision/Telephone attendance	13	Extension number	0–4
DEDIC. LINE	Intercom line	14	Extension number	0–4
VOICE PAGING	Loudspeaker paging	15	Number of group (0–7)	—
COMM. MAILBOX	Common mailbox	18	Common mailbox no.	—
SUPERV. SLAVE	Supervision secondary	19	—	0–4
R-KEY	R-key	25	—	—
BUSY LINE 2	Free on 2nd access	26	—	—
CONFERENCE	Conference	27	—	—
IMMED. ANSWER	Immediate answer	28	—	—
ACCOUNT CODE	Account number	30	—	—
OPERATOR HOLD	Operator hold	33	—	—
EXT. VOICE M.	External voice mail	34	—	—
HOLD	Hold	35	—	—
TRANSFER	Transfer	36	—	—
SAVE	Save/Redial	37	—	—
READ &	Read &	38	—	—
* —	* Enter key	39	—	—
NUMB SECRECY	Number secrecy	40	—	—
MALICIOUS-ID	Malicious call identification	41	—	—
LOG ON/OFF SLV	Tandem configuration	43	—	—
CONV. RECORD	Conversation recording	45	—	—

* Function cannot be programmed via individual programming.

Ringing character:
0 =No ringing.
1 =Ringing.
2 =Delayed ringing (after 10 seconds).
3 =One single ringing signal (muted signal).
4 =One delayed ringing signal (after 10 seconds. Muted signal).

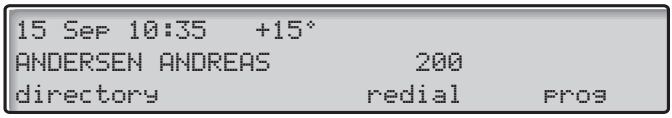
Note: *Accessible functions, depends on the programming of the system.*

DISPLAY INFO GENERAL

The display assist your actions on the phone with step-by-step instructions.

DISPLAY INFO

When your phone is idle, the upper line shows general information. The mid line shows your name and extension number. The lower line presents lead texts for the menu keys.



During an internal call or an incoming external call the lower line shows the other party's name, extension number and status.

Status information

Status information during internal calls:

BLOCKED	The called number is blocked.
BUSY	The called extension is busy.
CALLING	Incoming call.
CONFERENCE	Conference.
CONGEST	Congestion in the system.
DISPLAY RESTRICTED	ISDN call, "number secrecy" is activated on the called/calling extension.
FREE	The called extension is free.
FREE L2	The called extension is free on line 2.
INCOMPLETE	The number was incomplete.
INTRUSION	Intrusion.
NOT ALLOWED TO PICK UP FROM COB	Not allowed to pick up incoming calls from the common bell.

(continued)

DISPLAY INFO (continued)

PARKED	The called extension has parked the call.
PARKED CALL	A call is parked.
RECALL	Recall from an individually parked call.
SPEECH	Speech mode.
UNAVAILABLE	The dialled number is unavailable.
UNKNOWN	Number unknown.
WAIT	Camp on mode.
&	The called extension has text info stored.
%	The called extension has voice info stored.
+15°^	Indicates outside temperature and tendency (up or down) if your telephone system is equipped with optional temperature sensor.

VISIBLE SIGNALS GENERAL

The key lamps on your telephone indicates with different signals the traffic state of the ongoing call or function.

LAMP INDICATIONS

	Extinguished lamp	The function is not active.
	Steady light	The function is active.
	Slowly flashing lamp	The line (or function) is put on hold.
	Rapidly flashing lamp	An incoming call or message waiting.
	Light with short breaks	Ongoing call.

AUDIBLE ADJUSTMENTS GENERAL

In order to satisfy your personal needs, the BusinessPhone 250 / BusinessPhone 50 system is equipped with many options to set and adjust a personal volume and ringing signal.

HANDSET AND LOUDSPEAKER VOLUME

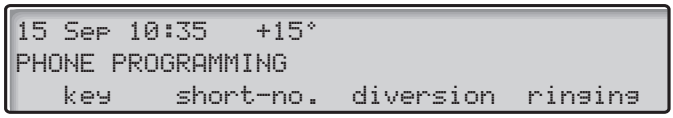
Use the volume keys. You can set different volume levels for internal and external calls and for back ground music. During a call, adjust handset listening volume in handset mode. Adjust loudspeaker volume in monitor mode or during background music.

Press to change the volume

RINGING SIGNAL

By programming, you can adjust ringing type (2 types), ringing volume (10 steps) and ringing character (10 characters).

prog **Press (see display)**



ringing **Press (see display)**
Now you can select ringing type, volume or character.

Ringing type

Select type 1 if you want the set ringing volume at a constant level, select type 2 if you want gradually increasing volume when the phone rings.

type — **Press (see display)**
You will hear the selected type.

next — **Press to change (see display)**

C — **Press to finish the procedure**

Note: When type 2 is selected, the programming of the ringing volume is not applicable.

Ringing volume

volume — **Press (see display)**
You will hear the selected volume (0...lowest volume, 9...highest).

lower — **Press lower or higher to change the level (see display)**

C — **Press to finish the procedure**

Note: This programming is not applicable when you have selected ringing type 2.

Ringing character

character — **Press (see display)**
You will hear the selected character.

next — **Press to change (see display)**

C — **Press to finish the procedure**

MELODY PROGRAMMING

If you want a personal melody when your telephone rings, this can be programmed for internal-, external- or call-back calls.

Note: This function requires a certain release number of your telephone (for the Executive telephone it is R9B or higher, see under side of your phone). If you can enter "Melody mode" your telephone supports this function.

Melody mode

Press and hold to enter melody mode

Enter programming mode to program a melody

or

Press to exit melody mode

Programming mode

Press to enter programming mode

Select the call type you want to program

Line 1 ***Press for internal calls***

or

Line 2 **Press for external calls**

or

Inquiry **Press for call-back calls**

Select programming mode options to control the melody

Programming mode options

Insert notes

Press to insert notes
1=c, 2=d, 3=e, 4=f, 5=g, 6=a, 7=b, 8=+c, 9=+d

Note: *If you press and hold a key you make a long tone (shown with a capital letter e.g. D).*

Change the pitch steps

Press to change
Press once for sharp pitch, twice for flat pitch and three times to get the normal pitch.

Insert a pause

Press to insert a short pause
Hold the key to get a long pause.

(continued)

MELODY PROGRAMMING (continued)

Change the octave

Press to get a higher or lower octave for the note you have inserted
It is higher when a plus sign is added beside the note.

Scroll within the melody

Press to move the cursor within the melody
Hold the key to move to the beginning or the end.

Erase note or melody

Press to erase the note to the left of the cursor
Press and hold to erase the whole melody.

Store the melody

Line or inquiry

Press the flashing line key

Exit program mode

2nd

Press to exit program mode
You enter melody mode. How to exit melody mode, see section “Melody mode”.

TONES AND SIGNALS

Tones are audible in the handset. Ringing signals are emitted from the phone. You can adjust the tones and signals on your phone. See section "Audible adjustments".

Dial tone
(System ready to accept digits)

Special dial tone
(System ready to accept digits, active diversion on telephone)

Ringing tone
(Ringing signal to called party)
-repeated after 4 s

Special ringing tone
(Ringing signal to line 2)
-repeated after 4 s

Busy tone
(Called party is busy)

Number unobtainable tone
(Called number not accessible or vacant)

Blocking tone
(Call cannot be executed due to congestion or called party blocked)

Verification tone
(Verification that ordered function is accessed)

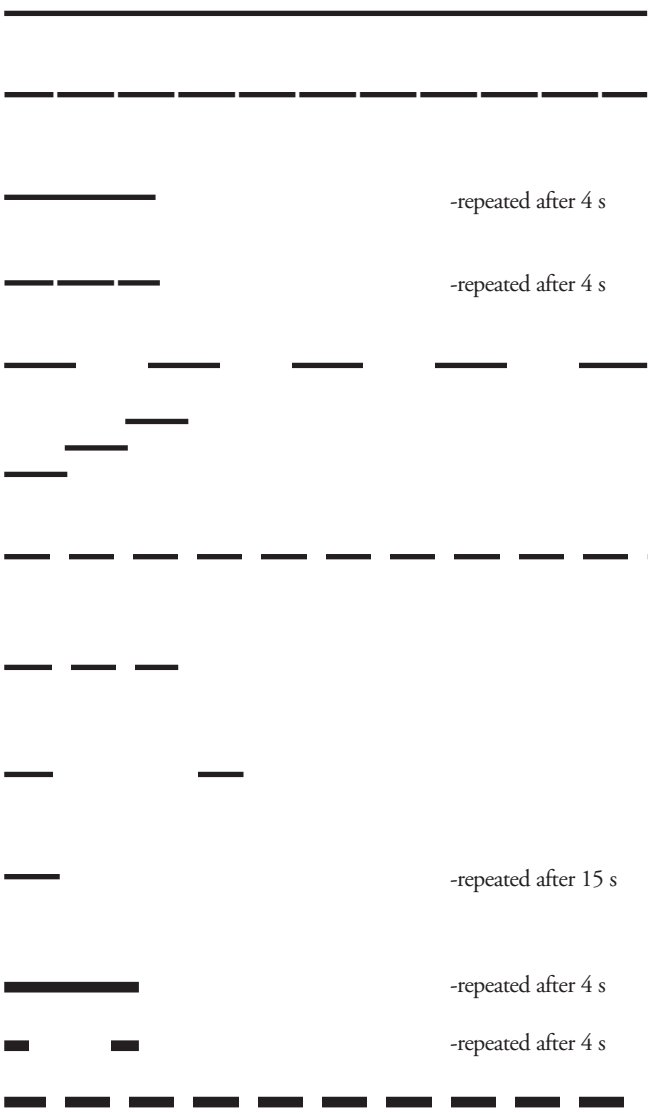
Intrusion tone
(Sent to all parties during intrusion)

Conference tone
(Sent to all participants in a conference)
-repeated after 15 s

Internal ringing signal
-repeated after 4 s

External ringing signal
-repeated after 4 s

Automatic call-back signal



Note: The tones and ringing signals in this guide refer to the standard system but may vary between countries.

WRITE TEXT GENERAL

It is necessary to write text, e.g. when you are typing absent information, sending a text message or searching the integrated telephone directory.

WRITE TEXT

Use the keypad to write text, e.g. when you are sending a text message. You have selected text mode.

Select characters by pressing digits repeatedly.

Example :

Press a digit

1 time	result	J
2 times	result	K
3 times	result	L
4 times	result	5

Note: *Key "1" is reserved for national characters.*

Press to enter the character
Moves cursor to next position. Use also for space.

Backspace to erase incorrect entry.

Example :

This sequence gives the word IN_

Note: *You can also write the following characters: ? - . , ! : / # **

Press repeatedly

GLOSSARY

ABBREVIATED NUMBER DIALLING
Initiating a call to a pre-programmed number by dialling a code or pressing a key. Short numbers can be: *1. Common, which means that all extensions can use them. 2. Individual, which means that they are programmed and used by each extension separately (82 numbers).* See section "Abbreviated numbers".

ACCOUNT NUMBER
To place costs for external calls on a selected account number (up to 15 digits). See section "Other useful facilities".

AUTOMATED ATTENDANT
A facility which sends voice instructions to internal and external callers, providing all options which can be chosen. Voice instructions lead the caller to the desired destination. See section "Other useful facilities".

CALL-BACK
An indication to a busy extension, to inform the person that you want to speak to him/her. See sections "Internal messages" and "Outgoing calls".

CAMP ON
To place (queue) a call to a busy extension. See section "Outgoing calls".

COUNTER
The counter keeps track of the time and cost of your calls. See section "Call metering".

DIAL-BY-NAME
Initiation of a call by operating a single key. Internal numbers (or common abbreviated numbers) can be stored on each extension. See section "Abbreviated numbers".

DIRECTORY NUMBER
Numbers with 1-8 digits which are assigned to extensions or external lines or as common abbreviated numbers.

DIRECT INWARD SYSTEM ACCESS (DISA)
If you are working externally, the DISA function enables you to make external calls (long distance) via the company PBX. You only pay for the call to your company. See section "Other useful facilities".

DIVERSION
Incoming calls to an extension are diverted to another directory number (extension, common abbreviated number or the operator). There are three possibilities: *1. Direct, which means that all calls to an extension are forwarded directly. 2. On no reply, which means that a call is forwarded if it is not answered within a certain time. 3. On busy, which means that a call is forwarded if the extension is busy.*
See section "Call forwarding".

DIVERSION BYPASS
This is useful for letting urgent calls through to an extension where diversion is active. See section "Call forwarding".

EXTENSION
All telephones connected to the PBX have a unique internal number (up to 8 digits). If your telephone is equipped with a display, you can see your number.

FUNCTION CODE
A digit code that corresponds to a specific function. See section "Programming".

HOLD
To park a call. See section "During calls".

INFORMATION
Internal callers are informed about absence and time of return.
External callers are diverted to the operator, where the same information is available.
Information can be of three kinds: *1. Pre-programmed text information. 2. Text information (only to display phones). 3. Voice information.*

INTERCOM LINE
A two-way direct call function between two extensions, for instance an executive-secretary communication. See section "Other useful facilities".

INTRUSION
To intrude on an ongoing call when a requested extension is busy. See section "Outgoing calls".

(continued)

GLOSSARY (continued)

IP CALL Internal call sent via an internal data network (LAN or WAN).

ISDN Integrated Services Digital Network. Provides your system with supplementary services from the public net. See section "ISDN facilities".

LEAST COST ROUTING A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance). See section "Least cost routing".

LOUDSPEAKER PAGING All members of an extension group are "paged", i.e. receive a short, sharp tone on the loudspeaker followed by a voice message from the sender. See section "Group facilities".

MAILBOX The mailbox system controls the messages that are left for or sent by you when you are absent. See section "Mailbox system".

MESSAGE A message can be sent to any extension. This is useful when you receive the busy tone or get no answer. There are three kinds of message: *1."Call me" message. 2. Text message (only to a display phone). 3. Voice message.* See section "Internal messages".

METERING Outgoing external calls can be metered on individual call meters or specified account numbers. See section "Call metering".

MUTE To switch the microphone temporarily off. See section "During calls".

NIGHT SWITCHING Used for directing all incoming calls to one extension (answering position), for example when the office is closed. See section "Other useful facilities".

PASSWORD A four-digit code needed to e.g. block your extension and retrieve messages from the mailbox system. You can set your own password. See section "Security".

PBX Public Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).

PRE-DEFINED TEXT Pre-programmed absent information. See section "Information".

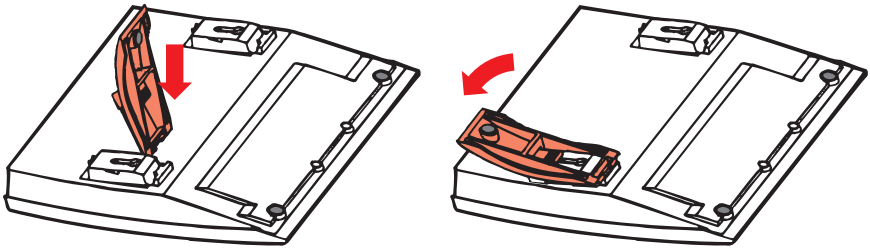
THIRD PARTY A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external. See section "During calls".

TIE LINE An external line from the private network.

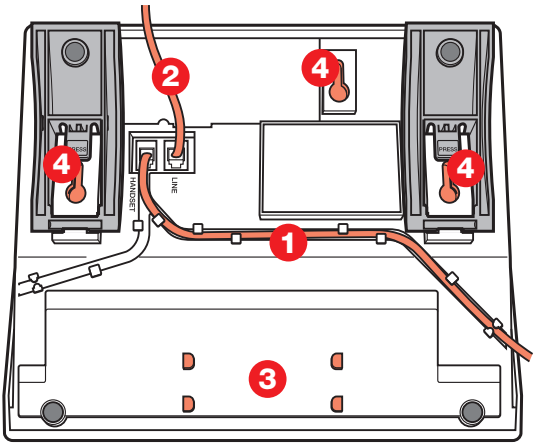
TRANSFER During an internal or external ongoing call you can make an inquiry and then transfer the call to another party (internal or external). See section "During calls" and "Useful hints".

TRUNK LINE A trunk line is the same as an external line. Can be either digital or analogue.

INSTALL STAND

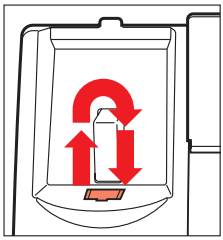


INSTALL CABLES



1 Cable to handset
2 Cable to exchange
3 Space for personal directory list(optional)
4 Wallmounting screw holes

Wall mounting handset hook



You can put the cable to the handset in any of the two notches underneath the telephone. The cable to the exchange has to be plugged in ”LINE“.

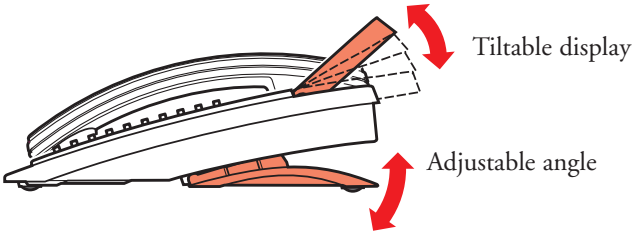
Change cables

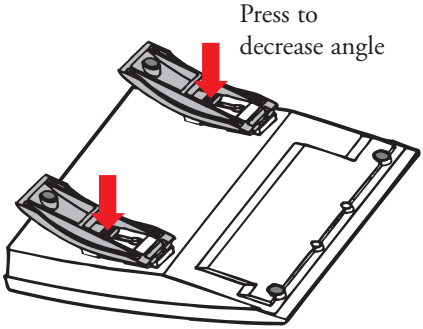
To remove a cable, push down the plug’s stop. Use a screw-driver to unlock the stop.

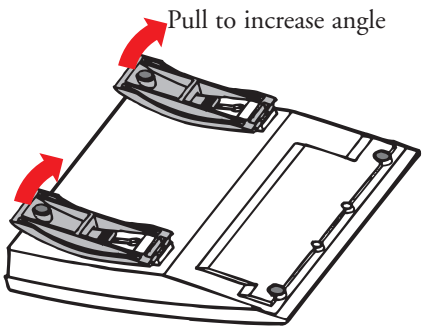
PLACING THE TELEPHONE

- Do not place your telephone on sensitive surfaces. Use a non-slippery pad to protect your furniture from possible damage.
- Do not place your telephone near sources of extreme heat, e.g. near the radiator.
- Make sure that the line cable isn´t creased.

ADJUST TELEPHONE



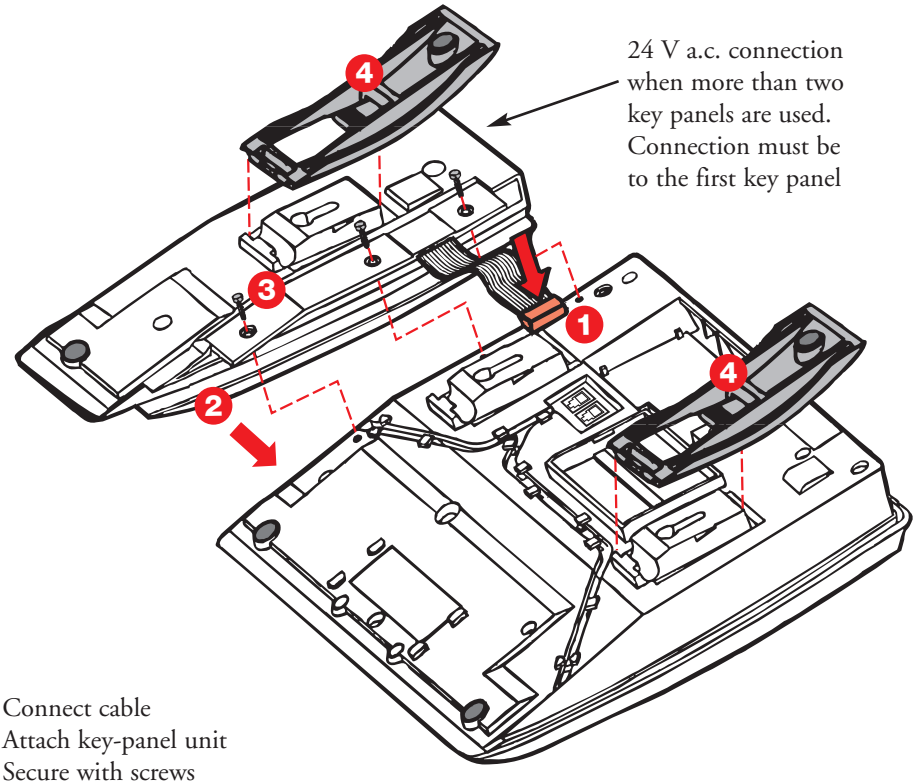




CLEANING THE TELEPHONE

Use a slightly moistened (not wet) cleaning-rag or an anti-static rag and wipe off the telephone carefully.
Do not use rough rags, solvents or aggressive cleaning fluids. Any damages of the telephone, that are caused by non-observance of these instructions, are not part of the liability given by the manufacturer.

INSTALL KEYPANEL



1 Connect cable
2 Attach key-panel unit
3 Secure with screws
4 Install stand

When connecting one or two optional key panels to your telephone the DBY 409 01 key panel may be used. No external power cables are required for this key panel, as power is supplied from your telephone.

However, if three or four key panels are to be connected, then the DBY 409 02 optional key panel must be used for all key panels connected to your telephone. Whereby, a 24 V a.c. power cable must be attached to the first key panel connected to your telephone to provide power to all key panels.

CONNECTIONS BETWEEN EXTERNAL LINES

With your BusinessPhone PBX, you can establish an external call diversion or a conference with more than one external party or transfer an external call too another external destination (e.g. a mobile phone). These features are very useful for everyday business life.

Note: *When these features are used, your BusinessPhone will occupy at least two external lines.*

However, there may be disadvantages in connecting to several external lines. We would therefore like to draw your attention to the following:

- **Please do not transfer external calls to an external mailbox, to information systems or to external parties before they have answered**
- **Try to avoid diverting calls to third parties before they have answered**
- **Cancel your calls by pressing the ”Clear”-key**

If the external parties are not persons (mailbox, automated information or attendant systems, etc.), connections on external lines can last a long time, which can be costly. Moreover, such calls may occupy two of your system's external lines. You can restrict connections between the external lines by re-programming your system.

Please ask your system administrator or contact our service center for more information.

Page

Abbreviated numbers 39
Absent information 24
Account number 58
Adjust telephone 92
Alarm interface unit 75
Answer a second call 9
Answer an incoming call from an ISDN-line 68
Answer calls 8
Audible adjustments 82
Automated attendant 60
Automatic call-back 11
Background music 58
Block extension 64
Busy extension 12
Bypass blocked extension 65
Bypass call forwarding 23
Call forwarding 18
Call me message 30
Call metering 43
Call-back 11
Camp-on 12
Change information 27
Check and store received messages 32
Check sent messages 30
Cleaning the telephone 92
Common abbreviated numbers 39
Common bell 56
Common hold 17
Common mailbox system 36
Conference 16
Conference unit 75
Conversation recording 34
Cost indication 43
Cost of the last call 44
Counter 44
Description 5
Dial-by-name 41
Dictaphone 33

Page

Direct Inward System Access (DISA) 61
Directory 42
Display info 79
Diversion 18
Diversion information 28
Doorlock 62
Doorphone 62
During calls 13
Enter information 24
Expansion key panel 73
External calls on an ISDN-line 69
Extra handset 73
Fixed diversion 18
Follow me 22
Free on 2nd access 9
Free text 26
Function codes and required data 78
Glossary 89
Group call pick up 54
Group facilities 52
Group hunting 55
Group listening 13
Handset and loudspeaker volume 82
Handset to handsfree 13
Handsfree to handset 13
Handsfree, incoming calls 8
Handsfree, outgoing calls 10
Headset 74
Hold 16
Immediate answer 62
Incoming calls 8
Individual abbreviated numbers 39
Individual diversion 20
Individual hold 16
Individual mailbox system 35
Information 24
Inquiry 14
Install cables 91
Install keypanel 93

INDEX

	Page
Install stand	91
Installation	91
Integrated system check	50
Integrated telephone directory	42
Intercom line	59
Internal messages	29
Intrusion	12
IP calls	63
ISDN caller list	71
ISDN facilities	67
Key panel	5
Key system	52
Lamp indications	81
Last external number redial	10
Least Cost Routing	66
Leave information for another extension	27
Loudspeaker paging	54
Mailbox system	35
Make an external call on an ISDN-line	69
Make calls	10
Malicious call identification	70
Melody programming	84
Messages	29
Music	58
Mute	14
Networking	63
Night switching	61
Number identification	67
Number secrecy	67
Opening of the doorlock	62
Option unit	73
Optional equipment	73
Other useful facilities	57
Outgoing calls	10
Password	64
Personal greeting	38
Placing the telephone	92
Pre-defined texts	25
Printout	48
Printout contents	49
Program fixed diversion address	19
Programming	76
Read out cost counter for others	44
Read out your own cost counter	44
Receive info for diverted calls	28
Redial number	11
Refer back	14
Reminder	57
Reset counter	46
Returned messages	31
Ringing character	83
Ringing signal	82
Ringing type	83
Ringing volume	83
Save external number	11
Second telephone	59
Security	64
Select password	64
Send message	29
Short numbers	39
Supervision/telephone attendance	53
System check	50
Tandem configuration	59
Tape recorder	74
Text message	30
Tones and signals	87
Transfer	15
Two telephones	59
Un-block extension	64
Useful hints	94
Visible signals	81
Voice information	26
Voice message	30
Volume	82
When you receive busy tone	12
Write text	88

NOTES

QUICK REFERENCE GUIDE

ANSWER CALLS

Answer: or **Line1**

Answer on another extension: (*Call ringing extension*)
`pick-up`

MAKE CALLS

Normal calls: (*Extension no.*) **or**
0 (*External no.*)

Common abbreviated number: (*Abbreviated no.*)

Dial by name: *Ericsson*

Individual abbreviated number: *2´nd* *Airport*

Last external number redial: * * *

Save external number: `save` *(Before you finish the call)*

Redial: `redial`

YOU GET BUSY TONE OR NO ANSWER

Automatic call-back: `call-back`
(Lift handset when called back)

Camp on: `camp-on`
(Keep handset off hook)

Intrusion: `intrusion`

DURING CALLS

Switch to handsfree:

Switch to handset:

Group Listening:

Individual hold: **Line 1**
(Press flashing key to retake)

INQUIRY

Ongoing conversation: **Inquiry**
(Call 3rd party)

Back to first party: C **Line 1**

REFER BACK

Press flashing key to connect: **Line 1** or **Line 2**

or **Inquiry**

CONFERENCE

Ongoing conversation: **Inquiry**
(Call 3rd party)
`conf`

TRANSFER

Transfer a call: **Inquiry**
(Call 3rd party)
`transfer` **or**
(Before or after answer)

MESSAGES

Direct message: **Message** `send`
(Extension no.) `send`
`call-back` *(Select type)*

Check received messages: **Message**
`receive` *(Select options in display)*

CALL FORWARDING

Fixed diversion: *2´nd* *Diversion*

Individual internal diversion:
2´nd
Diversion *(New no.)*
2´nd *Diversion*

Cancel internal diversion: *2´nd* *Diversion*

Follow me, re-direct from answering extension: * 2 1 *
(Own no.) *
(New no.) #

Cancel from answ. extension: # 2 1 *
(Own no.) #

Bypass call forwarding: * 6 0 *
(Extension no.) #

INFORMATION

Enter information (pre-text): *2´nd* *Info*
`leave absence pre-text`
(Select in display) `next-info`
(Select "info code" from list below)
(Enter "completing info")
`activate`

Erase information: *2´nd* *Info*
C
`erase absence`

info code		completing info
Time of return	1.	hour (00-23) minute (00-59)
Date of return	2.	month (01-12) day (01-31)
Lunch	3.	back at, hour minute
Meeting	4.	back at, hour minute
Vacation	5.	back, month day
Illness	6.	back, month day

IMPORTANT NUMBERS

IMPORTANT NUMBERS

Number	*Function*
	Account number 1
	Account number 2
	Automated attendant
	Background music number
	Common bell
	Common mailbox number
	Direct inward system access (DISA)
	Doorphone
	External line number 1
	External line number 2
	Group call pick-up
	Individual mailbox number
	Least cost routing
	Password
	Tie line number 1
	Tie line number 2

POST DIALLING DIGITS

Number	*Function*
	Answer calls on another extension
	Automatic call-back
	Call waiting
	Camp-on
	Intrusion
	Radio paging

ABBREVIATED NUMBERS

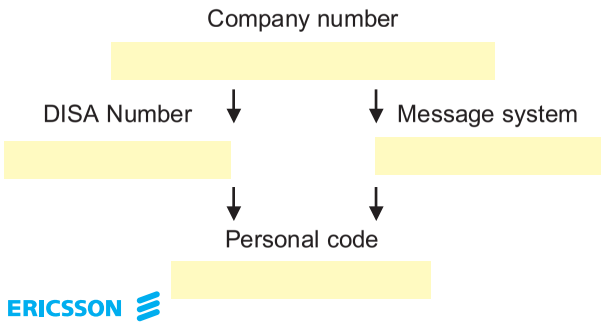
Common Abbreviated Numbers

This is a part of EN/LZTBS 102 096 R4A. Subject to alteration without prior notice

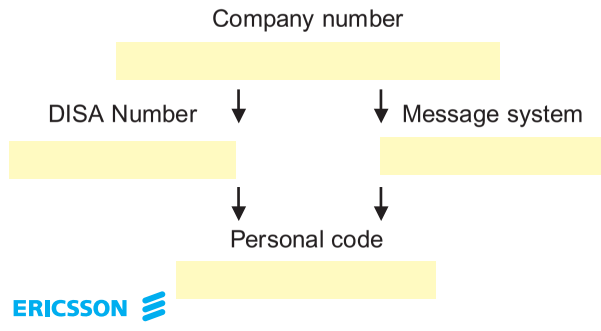
QUICK REFERENCE CARD

These cards are used for DISA and to check messages.

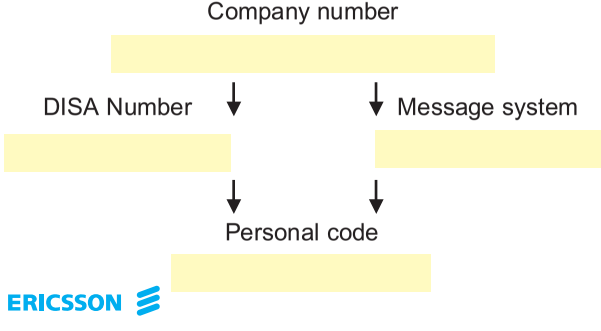
DISA and Message check:



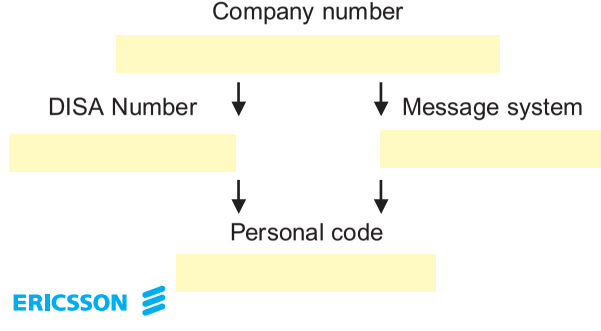
DISA and Message check:



DISA and Message check:



DISA and Message check:



QUICK REFERENCE CARD

Special account numbers for business calls:

	Project name	Account number
1		
2		
3		
4		

business phone
....it's your business

This is a part of EN/LZTBS 102 096 R4A

Special account numbers for business calls:

	Project name	Account number
1		
2		
3		
4		

business phone
....it's your business

This is a part of EN/LZTBS 102 096 R4A

Special account numbers for business calls:

	Project name	Account number
1		
2		
3		
4		

business phone
....it's your business

This is a part of EN/LZTBS 102 096 R4A

Special account numbers for business calls:

	Project name	Account number
1		
2		
3		
4		

business phone
....it's your business

This is a part of EN/LZTBS 102 096 R4A

Communication is our business

Ericsson is the leading communications supplier, combining innovation in mobility and Internet in creating the new era of mobile Internet. Ericsson provides total solutions covering everything from systems and applications to mobile phones and other communications tools. With more than 100,000 employees in 140 countries, Ericsson simplifies communications for customers all over the world.

Read more at http://www.ericsson.com/pressroom

Austria
Ericsson Austria AG
Pottendorfer Strasse 25-27
A-1121 Vienna, Austria
Telephone: +43-1-81 100-5450
Telefax: +43-1-81 100-5437
http://www.ericsson.at

Australia
Ericsson Australia Pty Ltd.
Ericsson Business Systems
126-142 Trenerry Crescent
Abbotsford Vic 3067, Australia
Telephone, sales: +61-13-1374
Service: +61-1800-033-216
Telefax: +61-9284-5776
http://www.ericsson.com.au/AU/

United Kingdom
Enterprise Distribution
Enterprise Networks and Datacomms
Telecommunications Centre
Ericsson Way, Burgess Hill
West Sussex RH15 9UB
Telephone: +44-(0)1444-234567
Telefax: +44-(0)1444-874299
http://www.ericsson.co.uk

EN/LZTBS 102 096 R4A
© Ericsson Austria AG 2000

Printed on chlorine free paper. Printed guide: EN/LZTBS 102 1096 R4A